

Friday, February 17, 2017

## *Our Leaders Care what Patients Have to say.*

Our Operation managers continue to do leadership rounding on the medical surgical units. The purpose of the leadership round is for the nursing leader to personally ask patients on their unit, 5 specific questions at least once during their stay. Feedback from patients is documented by nursing leaders and is used as an opportunity by the leader to acknowledge staff that the patients have identified as being outstanding, and be able to develop a service recovery plan if one is necessary, when patients are not satisfied with their experience. This keeps the patient at the center of all of what we do at Windsor Regional.



*Irene Vermey Operations Manager of 4N at Met visits patient Emad Khalil*

## *QBP Pathway get Feedback from Patients*



*Feedback from patients will help guide the work of the QBP working groups.*

What do patients and their families need to know during their hospital stay to make sure they are informed and feel prepared to transition out of the hospital? Who better to answer that question than patients? The QBP Pathway Improvement projects will be developing “Patient Experience Pathways” and are asking patients for their feedback.

Starting next week, current patients nearing discharge will be surveyed by a member of Volunteer Services. Patients and their families will be asked 5 key questions relating to improvements that teams are hoping to make. In addition, some recently discharged patients have been invited to participate in a focus group next week so we can get their feedback to share with the QBP working groups.

We are looking forward to incorporating patients’ feedback and will continue to work with them throughout the project.

Have a great weekend!

The SOP Team

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